

The ice storm that struck the central portion of Kentucky on Saturday and Sunday, February 15 and 16, 2003, also had a substantial impact on the Salt River Electric service territory.

The storm arrived late on Saturday, February 15, and continued through the early part of Sunday, February 16. The majority of the damage sustained by our cooperative occurred in the eastern part of our service territory. Initially, the storm resulted in a limited amount of damage to Salt River Electric lines, poles and equipment, and as restoration efforts progressed during the day on Sunday, it appeared we would have power back on for all of our customers by sometime Sunday evening.

However, during the day on Sunday freezing rain continued to fall and accumulate for several hours, and our customers began reporting new outages. In several areas lines that had already been repaired were brought down again by the collecting ice, and as a result the number of outages increased throughout the day and during the night on Sunday, February 16.

By the time freezing rain stopped, our outage situation was not only larger than originally anticipated but also spread out over much of the Salt River Electric service territory.

Due to harsh weather conditions, which included the thawing and re-freezing of ice on conductors and power lines, outages continued to occur on a smaller scale over the next several days.

Restoration efforts continued through Thursday as co-op crews worked their way out into some of the most remote regions within our service territory.

What follows is a recap of the restoration efforts performed by Salt River Electric employees, and others, following the ice storm of February 15 and 16, 2003.

Initial evaluation/assessment of damage

The initial evaluation of damage was done through a combination of calls from the public and cooperative field personnel. All outages and trouble calls were dispatched based on a combination of the number of customers affected, dangerous situations reported by the public, and the proximity of personnel to the location. At a minimum, a single person was sent to this location to determine the extent of damage and what was needed to make the necessary repairs. If the person or crew could complete the repairs, they did. Otherwise the information was relayed to the dispatch center to be reassigned when those resources were available.

Prioritization of repairs

The system operator, based on the available information prioritized repairs. Dangerous situations, such as a reported line down, were dispatched initially to safeguard the public. Next, critical loads, such as nursing homes or hospitals, were given priority. Transmission lines to substations were given the next level of urgency. After that, three phase feeder lines were restored, followed by single-phase feeder lines. Individual primary lines were then restored with customers' individual services following those. The last things to get restoration priority were barns, deer camps, and streetlights.

A timeline, scaled at increments no greater than 24 hours, of the number of employees and heavy equipment participating in the restoration. Employees should be categorized by classification and employer.

Sunday, February 16

Salt River Crews	Contract Crews
23 Linemen	3 Linemen
5 Groundmen	2 Groundmen
6 Management	
4 Digger Derricks	1 Digger Derrick
9 Bucket Trucks	2 Bucket Trucks
15 Small Trucks	1 Small Truck
	1 Bombardier

Monday, February 17

Salt River Crews	Contract Crews	Other Co-op Crews
23 Linemen	3 Linemen	12 Linemen
8 Groundmen	2 Groundmen	3 Groundmen
9 Management		
4 Digger Derricks	1 Digger Derrick	1 Digger Derrick
9 Bucket Trucks	2 Bucket Trucks	4 Bucket Trucks
19 Small Trucks	1 Small Truck	4 Small Trucks
	1 Bombardier	
3 ATV's		1 ATV
		1 Bulldozer & Lowboy

Tuesday, February 18

Salt River Crews	Contract Crews	Other Co-op Crews
23 Linemen	6 Linemen	14 Linemen
9 Groundmen	4 Groundmen	3 Groundmen
9 Management		
4 Digger Derricks	2 Digger Derrick	1 Digger Derrick
9 Bucket Trucks	4 Bucket Trucks	5 Bucket Trucks
19 Small Trucks	2 Small Truck	4 Small Trucks
	1 Bombardier	

3 ATV's

1 ATV

1 Bulldozer & Lowboy

Wednesday, February 19

Salt River Crews

Contract Crews

Other Co-op Crews

23 Linemen

6 Linemen

14 Linemen

9 Groundmen

4 Groundmen

3 Groundmen

9 Management

4 Digger Derricks

2 Digger Derrick

1 Digger Derrick

9 Bucket Trucks

4 Bucket Trucks

5 Bucket Trucks

19 Small Trucks

2 Small Truck

4 Small Trucks

1 Bombardier

3 ATV's

1 ATV

1 Bulldozer & Lowboy

Thursday, February 20

Salt River Crews

Contract Crews

Other Co-op Crews

23 Linemen

6 Linemen

7 Linemen

9 Groundmen

4 Groundmen

9 Management

4 Digger Derricks

2 Digger Derrick

9 Bucket Trucks

4 Bucket Trucks

2 Bucket Trucks

19 Small Trucks

2 Small Truck

2 Small Trucks

1 Bombardier

3 ATV's

A timeline showing the number of customers without service at increments no greater than 12 hours.

Sunday, February 16 1:00 AM – 6:00 AM

New Customers out 57

Customers Restored 0

Total Out 57

Sunday, February 16 6:00 AM – 12:00 PM

Previously out 57

New Customers out 4921

Customers Restored 2525

Total Out 2453

Sunday, February 16 12:00 PM – 6:00 PM

Previously out	2453
New Customers out	4791
Customers Restored	5228
Total Out	2016

Sunday, February 16 6:00 PM – 12:00 AM

Previously out	2016
New Customers out	663
Customers Restored	260
Total out	2419

Monday, February 17 12:00 AM – 6:00 AM

Previously out	2419
New Customers out	314
Customers Restored	31
Total Out	2702

Monday, February 17 6:00 AM – 12:00 PM

Previously out	2702
New Customers out	544
Customers Restored	506
Total Out	2740

Monday, February 17 12:00 PM – 6:00 PM

Previously out	2740
New Customers out	14
Customers Restored	499
Total Out	2255

Monday, February 17 6:00 PM – 12:00 AM

Previously out	2255
New Customers out	82
Customers Restored	235
Total out	2102

Tuesday, February 18 12:00 AM – 6:00 AM

Previously out	2102
New Customers out	45
Customers Restored	450
Total Out	1697

Tuesday, February 18 6:00 AM – 12:00 PM

Previously out	1697
New Customers out	244
Customers Restored	329
Total Out	1612

Tuesday, February 18 12:00 PM – 6:00 PM

Previously out	1612
New Customers out	0
Customers Restored	420
Total Out	1192

Tuesday, February 18 6:00 PM – 12:00 AM

Previously out	1192
New Customers out	0
Customers Restored	154
Total out	1038

Wednesday, February 19 12:00 AM – 6:00 AM

Previously out	1038
New Customers out	54
Customers Restored	0
Total Out	1092

Wednesday, February 19 6:00 AM – 12:00 PM

Previously out	1092
New Customers out	476
Customers Restored	269
Total Out	1299

Wednesday, February 19 12:00 PM – 6:00 PM

Previously out	1299
New Customers out	563
Customers Restored	1447
Total Out	415

Wednesday, February 19 6:00 PM – 12:00 AM

Previously out	415
New Customers out	0
Customers Restored	347
Total out	68

Thursday, February 20 12:00 AM – 6:00 AM

Previously out	68
New Customers out	0
Customers Restored	0
Total Out	68

Thursday, February 20 6:00 AM – 12:00 PM

Previously out	68
New Customers out	0
Customers Restored	61
Total Out	7

Thursday, February 20 12:00 PM – 9:00 PM

Previously out	7
New Customers out	112
Customers Restored	119
Total Out	0

Availability and effectiveness of contract crews and/or mutual aid crews

We utilized the normal contract crews that we work with on a regular basis. They were very effective in replacing poles that were broken. Other contractors did contact us on Tuesday but would not have been able to have crews on site until Wednesday. The other co-operative crews were very effective in troubleshooting and repairing lines since they know our construction standards. However, they did need someone with them who knew the territory. Other co-ops were also very willing to assist in the effort, if needed.

Operational coordination between your utility and contractors, volunteers and governmental agencies

The operational coordination between our crews, other co-op crews, and contractors was very smooth. Since we used our normal contractors, they had our radios installed in their trucks. The other co-op crews always had a Salt River employee with them. The system operator was able to coordinate the crew very effectively in this manner. All local governmental agencies were contacted through our Vice President of Community and Economic Development who works closely with them on a regular basis. He acted as an intermediary between the agencies and the system operator, which seemed to work very well. The County salted a private drive in order to get our equipment to damaged facilities. The only volunteers that were used were the customers who assisted us in the field with tractors and ATV's. The crew leader in the field handled that coordination with the volunteer.

Availability of material and supplies

All vendors were very responsive in calling us and inquiring as to the need for additional materials. Anything we needed was delivered in a very timely manner with some vendors driving them down in their personal vehicles. They acted with the utmost professionalism.

Tree trimming practices and history (clear-cut, trim, time between cycles, etc.)

Salt River is on a four-year cycle for tree trimming. We cut as much as the customer will allow us to cut, including the removal of a tree. This method seems to be very effective. We had relatively few outages that were caused by trees. Most were due to the weight of the ice on the conductor or pole.

Consumer hours out and utility expenditures per consumer hour out

Total Consumer Hours Out – 174,710
Total Utility Expenditures - \$224,041.51
Utility Expenditures/Consumer Hours Out - \$1.28

Call Center operations (IVR, contract call center, daily average response time per call, etc.)

During the dates of February 15 through February 21 Salt River Electric answered approximately 9,435 calls on the 800 line. During the storm period between 8:00 a.m. and 5:00 p.m. on regular working days there were 15 lines with calls coming in through the switchboard transferred out to a minimum of 20 staff. After-hours calls from 5:00 p.m. to 8:00 a.m. were handled with four incoming lines. These calls were being taken by a minimum of six staff. After hours also utilized a greeting that stated what lines were known out at the time and gave the caller the option of talking to someone for additional information. All calls were taken by utilizing existing staff, using no contract help.

Outage tracking/response software used; to what extent

Salt River did not use any automated outage tracking/response software. We used experienced personnel to analyze the locations of outages and manage the flow of the crews.

Communications with customers, media, public officials, governmental agencies, PSC

All customers received outage information through:

- All area radio stations
- All area newspapers
- PLG-TV 13 in Bardstown
- WLKY TV 32 in Louisville
- WHAS TV 11 in Louisville
- WHAS Radio 840 in Louisville
- The Courier-Journal newspaper of Louisville

Coordination of efforts with the Division of Emergency Management and other local emergency management officials

Salt River provided daily information to representatives of the Kentucky Association of Electric Cooperatives (KAEC). This information was summarized and provided to the appropriate state agencies.

When we determined that the outages would require more than 24 hours to restore, we contacted the County Judge Executives in their respective counties. We contacted the Nelson County and Washington County Judge Executives Sunday afternoon. As the day progressed we decided that the condition in Bullitt and Spencer Counties warranted contact and this was done Sunday evening. In all cases the Judges agreed to declare a local state of emergency.

After the repairs were made, Salt River provided estimates to each of the Judge Executives on the approximate number of customers affected and what the dollar amount of damage was for each county. This was done at FEMA's request.

Plans for post restoration cleanup and outside facility inspections

Salt River inspected all lines that were out prior to re-energizing these facilities. In addition, we have inspected the area that was hit the most severe from the air using a helicopter. All serious deficiencies found were corrected. There are still some customers' yards that need to be fixed, but other than these we have completed our work.

What service/support could the PSC offer that would be of assistance

The PSC was very helpful during the ice storm. They were in daily contact and seemed to be ready to offer any assistance that we might need. In addition, the press release that explained to the customer their responsibility concerning their facilities was very helpful and timely.